

Welcome to **MEDALLION**



MEDALLION is a Virginia MEDICAID Managed Care Program

Managed Care is part of a strategic plan to provide:
Quality Health Care, Increased Access to Services, Promotion of Personal Responsibility, Efficient Utilization of Resources, and Ongoing Development of Partnerships

This booklet gives some basic facts about getting health care. Check with your doctor, nurse, or other health-care provider about all of your health care needs.

- Doctor visits
- Lab services and X-rays
- Mental health services
- Rides to medical appointments
- Home health services
- Immunizations (shots)
- Emergency care
- Some medical equipment
- Physical therapy
- Hospital services
- Care during pregnancy

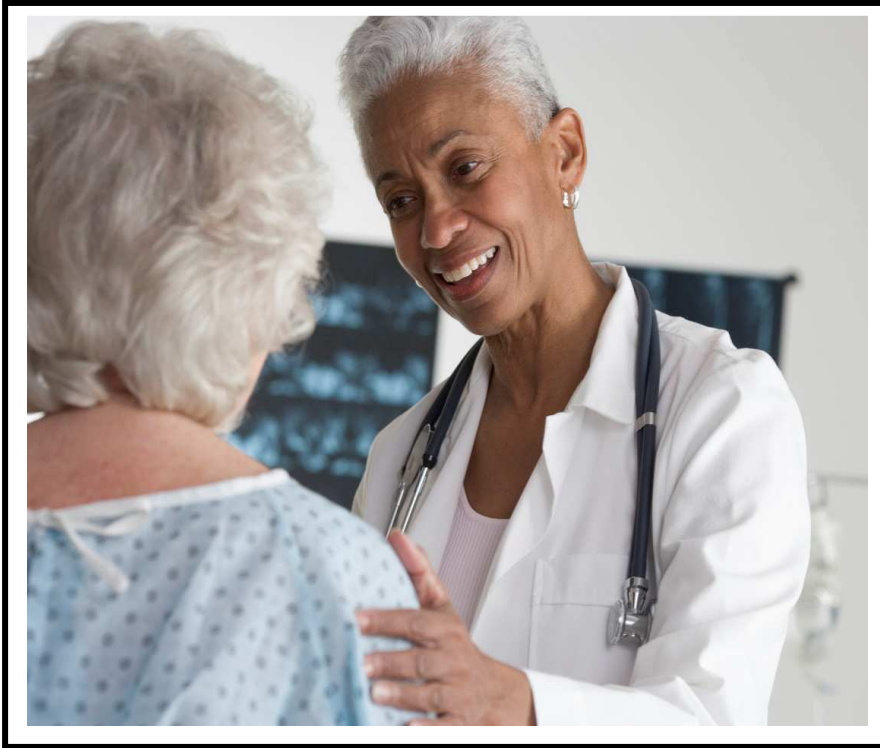


**Virginia Department of Medical
Assistance Services**
1-800-643-2273

www.viriniamanagedcare.com

MEDALLIONSM

helps you get health care.



MEDALLION is a Virginia Medicaid managed care program.

This means you choose a participating primary care provider (PCP) to manage your health care.

Your primary care provider helps find other health services and specialists when you need them.

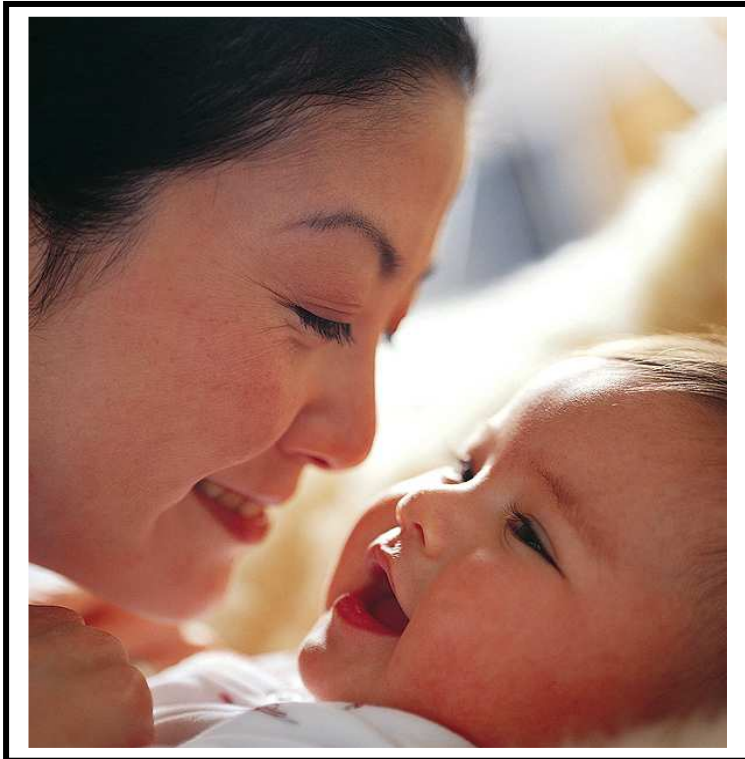
**HelpLine staff can answer your questions
Call the Virginia managed care helpline at
1-800-643-2273**

**When you are sick or want a checkup, you
can call your PCP to make an appointment.**

MEDALLION is a registered service mark of the Commonwealth of Virginia

MEDALLIONSM

covers special services for your children, too.



These services help find and treat health problems early.

They include:

- ❖ well-baby care
- ❖ well-child care
- ❖ dental care
- ❖ screenings for health problems
- ❖ immunizations (shots)



Call 1-800-643-2273 if you have any questions about what MEDALLION covers.

You need a primary care provider (PCP)

Your PCP manages all of your health care.

He or she will:

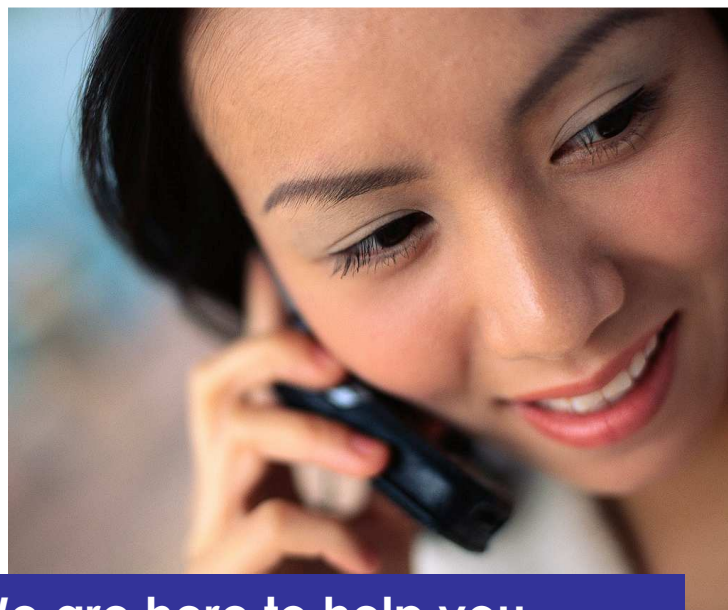
- Get to know you and your health care needs.
- Keep records of your health history.
- Use this information to help you get the best of care.



Use your Virginia Medicaid MEDALLION benefits!

They help you:

- **Stay healthy**
- **Get better when you are sick**
- **Get to your doctor's appointments**



We are here to help you.

You can call Monday through Friday, 8:30 a.m. to 6:00 p.m. The call is free and we have interpreter and translator services.

You can choose your PCP.

Who can be your PCP?

The choice is up to you.
You can choose a participating:

- ◆ Family doctor
- ◆ Children's doctor (pediatrician)
- ◆ Women's doctor (OB-Gyn)
- ◆ Internist

You can also choose a
participating clinic or participating
health department.

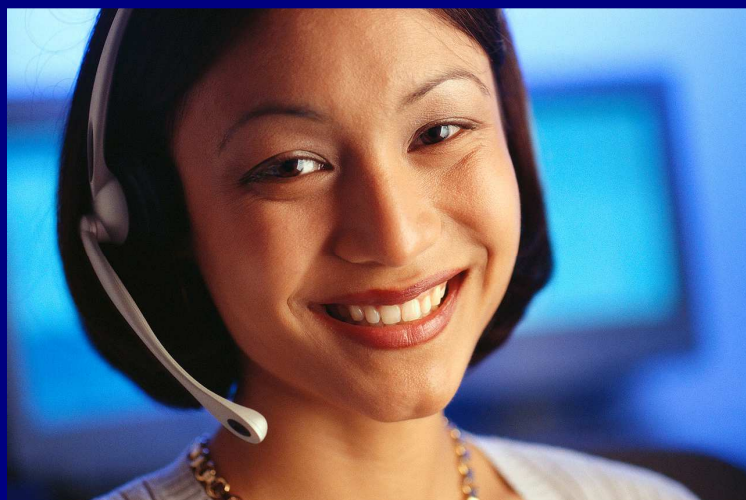


Choose a PCP that meets your needs.

You can choose a different
PCP for each person in your
family who is covered by
MEDALLION.

Call to make
your choice.

If you do not choose a PCP,
MEDALLION will give you
one. This person will be
named in the letter you get
from MEDALLION.



Call to make your choice.

Call 1-800-MGD-CARE
(1-800-643-2273).

Say you want to choose your PCP.

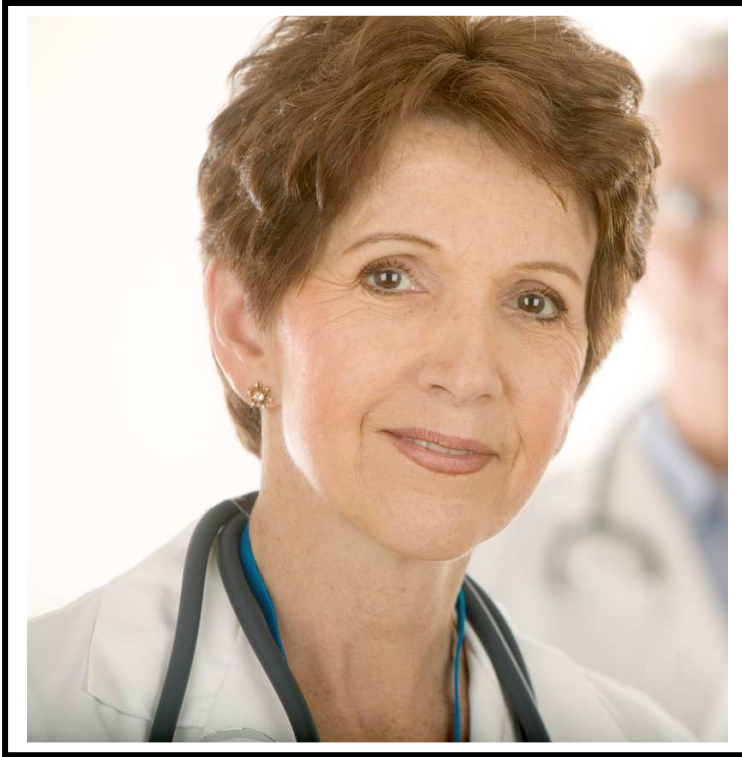


Call 1-800-643-2273 to
choose your PCP.

**Make your choice
right away.**

- You have 90 days to change your PCP.
- You can also choose your PCP during open enrollment, which is during December and January (every year) with an effective date of February 1 of each year

When you need care, call your PCP first.



Your PCP will provide the services you need.

You can call your PCP for:

- any illness or injury
- checkups, well-baby and well-child care
- immunizations (shots)
- prescriptions
- a referral to a specialist
- advice about any health problems.



You can get help from your PCP at any time.

Call your PCP's 24-hour number. If your PCP is not there, you will be directed on how to get care.

Appointments

Do not go to another doctor without a referral.

The doctor may:

- Not treat you
- Ask for a referral from your PCP
- Bill you if you insist on care without a referral.



There are some exceptions to the referral rule.

For example, you do not need a referral for:

- Family planning (birth control)
- Care related to pregnancy and childbirth
- Mental health services
- Emergency services
- Immunizations
- Routine eye exams



Call 1-800-643-2273
with questions about MEDALLION.

Only in a true emergency.

go to the emergency room

These are some signs of an emergency:

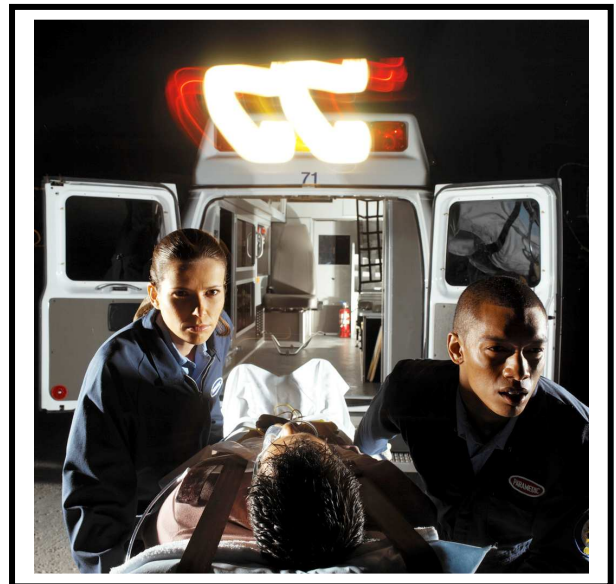
- chest pain, or any sudden, severe pain
- severe bleeding
- having a hard time breathing
- poisoning or drug overdose
- head or eye injuries
- loss of consciousness
- very bad burns
- choking

This is not a complete list. You may need emergency care for other problems

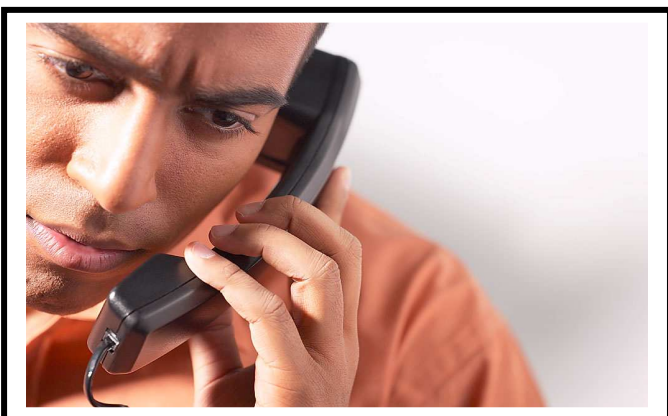
In an emergency:

Get medical help at once. Depending on the situation you should:

- Call 9-1-1 (or the local emergency number).
- Go to the nearest hospital emergency room. Have someone else drive you. Do not try to drive yourself.



If it is not an emergency,
call your PCP first.



Use Your MEDALLION blue and white,
permanent, plastic ID card.

Virginia Medicaid Permanent Plastic ID Card
SAMPLE



COMMONWEALTH OF VIRGINIA
Department of Medical Assistance Services

002286

001299922011

GEORGE J WASHINGTON

DOB: 01/01/1900 M CARD# 00001



CARDHOLDERS SIGNATURE

This card is for identification purposes and does not entitle the cardholder to any benefits under any program administered by the Commonwealth of Virginia.

PROVIDER: Confirm current status and other potential payers, electronically or by calling Medicaid at 1-800-772-9996. **FRAUDULENT USE OF THIS CARD MAY RESULT IN CRIMINAL PROSECUTION AND LOSS OF BENEFITS.**

DMAS
P.O. BOX 537
RICHMOND, VIRGINIA 23204-0537

Show your card when you get care.

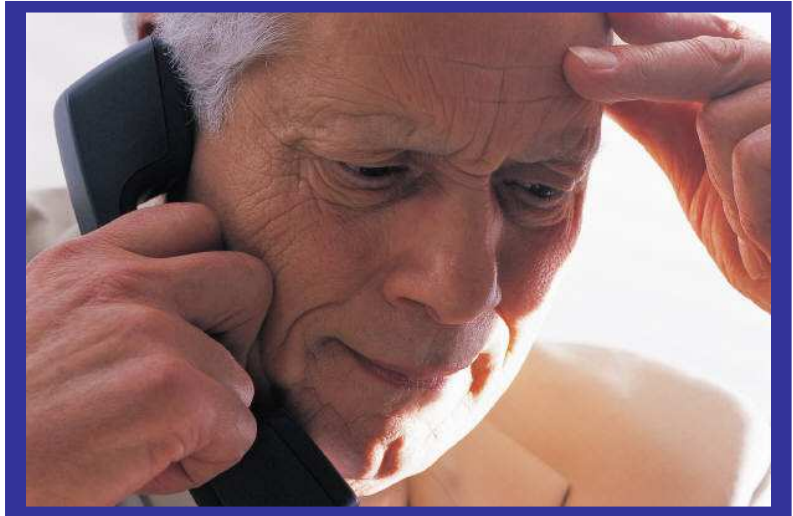
Keep your card handy at all times

**Call your local Department of Social Services if
your address changes or if you lose your card.**

Make the most of MEDALLION.

Call your PCP about any health concerns.

- Call if you feel you are getting sick. Do not wait until you are very sick.
- Your PCP will help you get the care you need.



Know when to see the doctor.

Ask your PCP how often you and your family need:

- checkups
- shots
- screenings for health problems

Write down the date and time of your next visit.



Show up for appointments.

Be on time. Let your PCP know right away if you cannot keep an appointment.

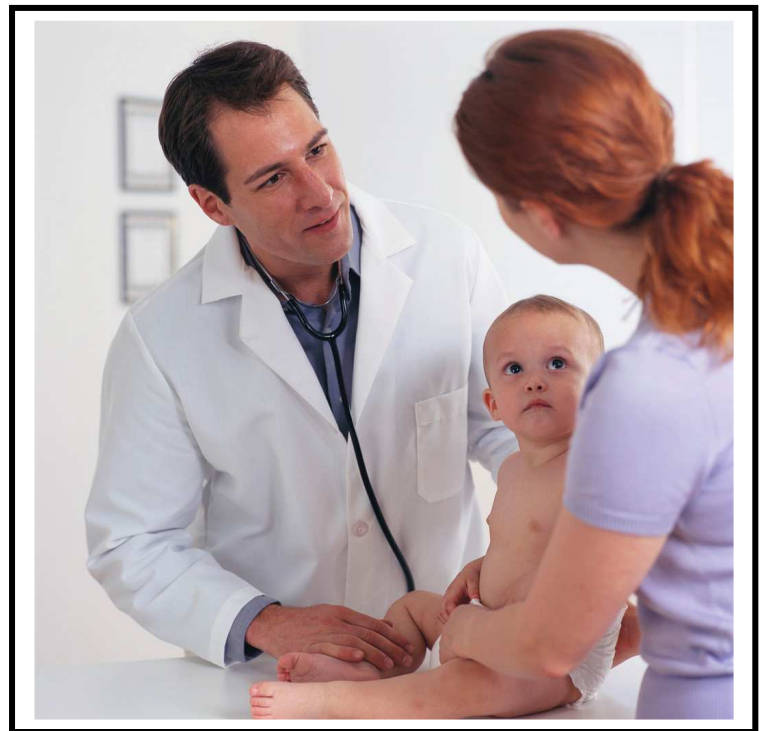
Bring your card every time you go to the doctor.

Ask your PCP for advice about how to stay healthy.



Follow your doctor's suggestions.

Ask questions if you do not understand the suggestions.



Call 1-800-643-2273 with questions about MEDALLION.

Have your health information ready

Have important numbers handy.

Make a list. Include:

- the name and phone number of your PCP
- your MEDALLION ID number
- The toll-free Virginia managed care helpline number

You can use the next page to list your contact numbers. Keep this list by a phone.



Keep your own health records.

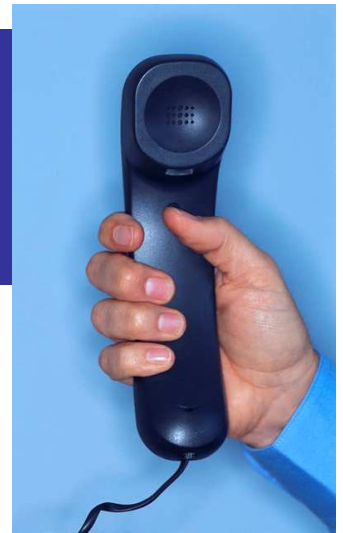
Write down:

- dates and times of your visits
- reasons for visits
- results of tests or exams
- any drugs you take
- any allergies you have.



Remember to carry your MEDALLION card with you at all times.

Important names and telephone numbers



My primary care provider

My primary care provider's phone number

**The Virginia Managed Care Helpline
1-800-643-2273**

**Other important names and telephone
numbers**

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